

9/30/01

Nicor Gas
Weekly Inspection Variance Report - Attorney General
For the Week Ended 09/30/2001



Current Status	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Visual Inspection:				
Can't Get In	(15)	(16)	(326)	(357)
Instrument Inspection:				
Instrument Clear	19	19	503	541
Instrument Positive	-	-	9	9
Can't Get In	(6)	(9)	(169)	(184)
Mercury Clean-Up:				
Not Scheduled	-	-	1	1
Scheduled	-	-	(1)	(1)
In Progress	-	-	(2)	(2)
Cleaned	-	(1)	(1)	(2)
Cleaned & Clear	-	1	12	13
No Mercury Screening Needed:				
Refused Entry	-	-	(4)	(4)
Mercury Regulator Outside*	-	-	-	-
No Mercury Regulator Ever at Premise	2	5	99	106
Total Homes Visited	-	(1)	112	111
Customer Calls Answered in Call Center				66

* Not Yet Included

Customer Responsiveness Report - Attorney General
For the Week Ended 09/30/01

	Potential Mercury Regulators Removed 1995-2000	Potential Mercury Regulators Removed 1990-1994	Additional Customers Identified To Be Screened	Total
Customer Responsiveness:				
Inbound Calls Received	13,603	17,138	206,439	237,180
Orders Scheduled				
Visual Inspection	5,297	5,110	49,579	59,986
Instrument Inspection	3,620	7,290	105,828	116,738
Average Days Between Call & Scheduled Order	5	5	6	6
Percent Completed On Scheduled Date	98.5%	98.5%	98.9%	98.9%
Field Inspections Can't Get In (CGI):				
General Statistics:				
Inspection Attempted	10,274	15,517	198,372	224,163
Inbound Calls from CGI	6,943	10,962	135,434	153,339
Average Days Between CGI Inbound Call & Scheduled Order	6	5	6	6
Percent Completed On Scheduled Date	97.5%	9.79%	97.2%	97.3%
Impact of Attorney General Letter:				
Letters Issued	2,628	4,625	70,592	77,845
No Appointment Necessary	232	336	6,432	7,000
Appointments Scheduled	1,328	2,316	37,346	40,990
Appointments Completed	1,073	1,818	30,074	32,965
Completed Status				
Instrument Clear	1,030	1,732	28,345	31,107
Instrument Detect	3	9	59	71
Refused Entry	1	2	34	37
Not Involved	39	75	1,636	1,750
Mercury Clean-Up:				
Positive Mercury	251	176	633	1060
Average Days Between Positive Mercury & Cleaning Starts	10	2	5	6
Average Days Between Nicor Cleaned & IDPH Letter	26	28	24	25

N0023798